

QUESTION #	QUESTION	REFERENCE	RESPONSE
1	In reviewing the Final RFP, it came to my attention that the Quality Assurance Plan and Staffing Plan are now not excluded from the page count. I am concerned that the Mission Suitability page count will restrict our ability to provide a comprehensive Quality Assurance and Staffing Plan. Would the Government re-consider the page limitations for the Mission Suitability volume, specifically excluding the 2 plans from the page count.	Quality Assurance Plan and Staffing Plan	The Quality Assurance Plan is excluded from the Mission Suitability page count. The page limit for the Quality Assurance Plan will be 10 pages. No Staffing Plan is required. However, Offerors will be required to address its staffing approach for the GITISS requirement. The Final RFP will be amended to include revisions to L.10.b Proposal Content and Page Limitations.
2	Can you please give examples of "individual domain areas"?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	GSFC domain areas consists of 7 Domains - Communications, End User Support, Data Center, Information Security, Management and Operations, Applications, and Enterprise Architecture.
3	In the "ITCD Project List" document in the GITISS eLibrary, one of the projects is IT Enterprise Management Environment, listed as "Not Started", and whose overview description is "Define the model of managing Center IT. Focus currently on Goddard Security and Asset Reporting System (GSARS) migration and improving the patching capability and process for non-Agency Consolidated End User Services (ACES) seats." Is this a prototype of the items mentioned in SOW 1.4, "Development of an IT integration strategy" and "rapid launch of an integration framework"?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	The IT Enterprise Management Environment project and solutions therein may be considered as part of contractor's overall IT integration strategy where feasible (and/or applicable).
4	Virtual Desktop Infrastructure (VDI) Pilot: This project (VD prototype for GSFC interns) is listed in the ITCD Project List as having expected completion in July 2014. What is the status of the project?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	The ITCD Virtual Desktop Infrastructure (VDI) proof-of-concept evaluation was completed in July 2014. User feedback was obtained on VDI functionality and ease-of-use. The results of this evaluation were briefed to ITCD management in September 2014.
5	The document "Strategic Plan for IT at Goddard Space Flight Center II. The Tactical Implementation October 2011" talks about an "IT Storefront" with services catalog and online ordering being operational in FY2012. Does this exist currently? If so, is there documentation of it? If not, can you please describe how it works?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	The IT Storefront does not currently exist. A Data Center Storefront using ManageIQ, that provided a service catalog and ordering system for Virtual Computing and File Share, was prototyped; however, this prototype was not continued and the software was disassembled/deleted/archived.
6	Would the government please consider adding the Quality Assurance Plan to the list of items excluded from the 80 page limitation of Volume II – Mission Suitability Volume?	L.10 (b)(1) PROPOSAL CONTENT AND PAGE LIMITATIONS (1)	Please see response to question 1.
7	Question: Does the government plan to identify the SSA before the solicitation due date?3	RFP Cover Letter	The SSA will be provided once identified.
8	"The 45 day phase-in period is anticipated to begin on or about September 15, 2014. The contract year 1 is anticipated to start on or about November 1, 2014."Should this reference 2015 not 2014 in both cases?	RFP Cover Letter	The anticipated start of the 45 day phase-in is September 15, 2015 and the anticipated contract start date is November 1, 2015.
9	Cover Letter "The 45 day phase-in period is anticipated to begin on or about September 15, 2014. The contract year 1 is anticipated to start on or about November 1, 2014."May offerors assume that the dates stated in the cover letter are actually September 15, 2015 and November 1, 2015?		See response to question #8.

10	L.10.b.2 States: “Text in Diagrams, schedules, charts, tables, artwork, and photographs shall be no smaller than 10 point. "Will the Government please consider changing the font size for diagrams and artwork to 8 point?"	L.10.b.2 PROPOSAL CONTENT AND PAGE LIMITATIONS	No. The offeror shall use text no smaller than 10 point type Times New Roman font. The minimum 10-point type requirement provides better readability of text embedded in diagrams and artwork.
11	Reference Statement: “The offeror shall identify its minimum essential critical positions required to meet all of the requirements of the SOW.”Question: Is the government’s intent for offerors to identify the positions that are minimally necessary to support all elements of the SOW during short term emergencies that affect government operations such as weather-related closures?	L.13	L13.3.Subfactor B: As part of offeror's Staffing approach, the offeror shall identify its minimum essential critical positions required to meet all of the requirements of the SOW. The offeror shall provide a rational for identifying these positions as critical, and position description to include position title, to whom the position reports, summary of duties and responsibilities, any specific requirements/licensing, and minimum education and minimum experience required for the position. Critical Operations Personnel, Mission Essential Personnel, or non-Essential Personnel criteria's are used to determine personnel required to work during short term emergencies and/or weather-related closures.
12	L.14.2(a) states ‘The Offeror shall clearly identify and list any cost items that will be routinely direct charged as an Other Direct Cost in all task orders...’. Does this refer to the Recurring Other Direct Costs and/or Cost-Estimating Relationships required to be provided in Exhibit 1A and Exhibit 7, or is this a separate requirement?	L.14.2(a)	Offerors are required to list recurring ODC's on Exhibit 7
13	The Page Limitation portion of the table does not list Quality Plan, Staffing Plan, and the RTO task plans as content that is excluded from the page count limitation under the Mission Suitability Volume. In order to respond to these plans in sufficient detail that meets NASA requirements, we request that the Government either excluded these plans from the total page count or increase the page count limitation from 80 pages to 150 pages.	L.10.b.1	The Quality Assurance Plan is excluded from the page count (see response to question 1); However, the QAP will be limited to no more than 10 pages. No Staffing plan is required.The RTO's are not excluded from the page count.
14	[Reference] The contractor shall write and maintain a Contract Holder User Manual Please provide the current SEWP Contract Holder User Manual in order to provide the required format, content, and the level of detail that is required?	Enclosure 2: RTO #2 Bullet #2	The SEWP Contract Holder User Manual will be included in the GITISS elibrary.
15	[Reference] The contractor shall coordinate with Contract Holders and the SEWP Technical Support team.... prepare contractually required reports Does “contractually required reports” refer to the required reports under the GITISS contract related to the performance of RTO #2 or the reports that are required for the SEWP contract holders?	Enclosure 2: RTO #2 Bullet #2	The reports in this section are requirements for the SEWP Contract Holders. There are no special reports required in this representative task
16	The contractor shall travel to events as required to provide on-site support. How many outreach events did resources from the SEWP program attend within the past year? Occurred over the last 5 years?	Enclosure 2, 2nd Para	For the purposes of RTO 2, assume an average of 10 trips a year CONUS with an average of 1 traveler per trip.

17	What tiers of support are being requested under “hosting”? Tier 1, 2, and 3?	RTO 1	Hosting is being used as a generic term that means maintain the applications and operating them in the appropriate environment. It would be a combination of application support and data center support and includes all three Tier levels.
18	Does the Government expect an upgrade to Coldfusion v11 during the POP for this task order?	RTO 1	Over the next several years, it is expected that the Cold Fusion applications will be upgraded to the newest version of Cold Fusion.
19	Is the SEWP application in the Data Center identified in RTO #3? If not what responsibility does the contractor have for the infrastructure and application from an O&M perspective?	RTO 2	The only applications that are part of RTO 2 are a web server and Oracle database. For this RTO 2, there are no special responsibilities from an O&M perspective.
20	Can the government provide reports and metrics from the current ticketing/request system used for SEWP? a. Number of requests/tickets per month for 6-12 months b. Average time to close request c. Number of tickets resolved at first contact Any additional reports available	RTO 2	For purposes of the RTO 2, assume the Parature system is used for ticketing with 50 tickets a day and 90% are closed on first contact
21	Please provide average number of products and service changes in SEWP on a monthly basis?	RTO 2	For purposes of RTO 2, assume no more than 5 product and service changes on a regular basis.
22	Please provide inventory of SEWP IT assets including desktops, laptops, peripherals, handheld devices, servers, phones, firewalls, and routers	RTO 2	For purposes of RTO 2, the offeror does not have to consider assets beyond: 6 Linux servers (2 each for operations, testing and development) 1 Barracuda firewall and networking between the 2 operational servers.
23	Please provide current system monitoring tools being used by SEWP	RTO 2	For purposes of the RTO, the offeror is not required to propose a system monitoring system.
24	What is the current ticketing system being used by SEWP?	RTO 2	The RTO ticketing system is Parature

25	<p>Can the government please provide more detail regarding the data center environment?</p> <p>a. The operating system or hypervisor running on each server</p> <p>b. Number of virtual (guest) instances running within the environment and the operating systems they are running</p> <p>c. Amount of direct attached storage in GB or TB</p> <p>d. Amount of SAN storage in GB or TB</p> <p>e. Amount of NAS storage in GB or TB</p> <p>f. Amount of backup per day and backup system (hardware and software) used</p> <p>g. Software used in performing system administration and technical support</p> <p>i. Monitoring system</p> <p>ii. Log system</p> <p>iii. Backup system</p> <p>iv. Patch management</p> <p>v. COMB and/or inventory system</p> <p>vi. Incident management system</p> <p>vii. Change management system</p> <p>viii. Problem management system</p> <p>ix. SEEM</p> <p>Vulnerability management system</p>	RTO 3	<p>a. We run a wide variety of independent operating systems. Mainly CentOS 5, RedHat 6, Windows 2003, 2008R2 and 2012 R2. We run two flavors of Hypervisor Windows Hyper-V (Currently Win 2008 R2 Data Center Edition and Windows 2012 R2 Data Center Edition) as well as the RedHat Smart Virtualization suite; b. 53; c. 480 TB; d. 318 TB; e. 16 TB; f. 3TB backed up but only ~1TB written due to de-dupe; g. Software used in performing system administration and technical support</p> <p>a. Monitoring system -NAGIOS, BelArc, SolarWinds</p> <p>b. Log system - SPLUNK</p> <p>c. Backup system - CommVault Simpanna v10</p> <p>d. Patch management - KACE</p> <p>e. COMB or inventory system- Remedy CMDB</p> <p>f. Incident management system- Remedy</p> <p>g. Change management system - Remedy</p> <p>h. Problem management system - Remedy</p> <p>i. SEEM - Remedy</p> <p>j. Vulnerability management system - FoundStone / KACE</p>
26	<p>Hours of Operation and hours of support</p> <p>a. On-site</p> <p>b. Remote support</p>	RTO 3, Data Center Administration	On-site: Monday through Friday from, 8:00 am to 5:30 pm, excluding Federal holidays. Remote support is provided on an as-needed basis.
27	What percentage of the hardware infrastructure is replaced on a yearly basis? This could be due to refresh cycle, end of support, tech refresh, or other?	RTO 3, Data Center Administration	Annual budget submission requests enough funds to replace approximately 20% of the hardware infrastructure.
28	Both questions 14 and 39 ask how many tickets or issues are reported into the ticketing system each month and worked by the RTO 3 team. Question 14 shows a per month range of 112 to 215 while question 39 states an average of 55 issues with only 20% of those being escalated to the RTO 3 team. Can the government please provide clarity to this seeming inconsistency?	GITISS Q and A Phase 2, Question 14 and 39	The average number of issues escalated to the RTO 3 team is approximately 45%.
29	Since all other plans that are to be submitted that will become attachments to the contract are excluded from the page limitation for the Mission Suitability Volume, will the Government consider excluding the Quality Assurance Plan from the page limitation as well?	Section L.10 GSFC 52.215-201 PROPOSAL PREPARATION –GENERAL INSTRUCTIONS (JAN 2014),	Please see response to question 1.
30	In the draft RFP the Quality Assurance Plan (QAP) was excluded from page count. In the final RFP the QAP is included in page count and will also be incorporated into the contract as an Attachment. Would the Government consider excluding the QAP from page count and returning it to an Attachment?	L.10(b)(1) pg 67 L.13, 3 Subfactor B –Management Approach pg 78	Please see response to question 1.
31	In the draft RFP the Staffing Plan including the backup Staffing Plan was excluded from page count. In the final RFP they are now included in page count. Would the Government consider excluding the staffing plan from page count and returning it to an Attachment?	L.10(b)(1) pg 67 L.13, 3 Subfactor B –Management Approach pg 76	Please see response to question 1.

32	<p>Prime Offerors shall furnish the information requested below for all of your most recent contracts (completed and ongoing) for similar efforts with a minimum average annual cost/fee incurred of \$4M that your company has had within the last 3 years of the RFP release date. In order to meet the government's requirement of furnishing information for all of our most recent (relevant) contracts, we would need additional page count. We recommend that the government lift the page limit for Past Performance to provide the level of detail required?</p>	L.15 (a) Para 1 pg 87	The page limit for Past Performance is unchanged. The Government believes the 25 page limit is sufficient for an offeror to meet this proposal requirement.
33	<p>As stated in the RFP paragraph below, the Direct, Indirect and Fee rates are establishing a ceiling for bidding future Task Orders. Is it correct to assume this ceiling is "only" for the proposal effort and does not set ceilings for incurred costs during performance/delivery?</p> <p>(b) DIRECT LABOR RATES, INDIRECT RATES AND FEE MATRICES Prime Offerors shall complete Attachment B, DIRECT LABOR RATES, INDIRECT RATES, AND FEE MATRICES, for each Contract Year. The direct labor and indirect rates and fee percentages included in Attachment B are "not to exceed" bid rates. During contract performance, Offerors will be permitted to offer costs for task orders to be placed at lower rates/fees than are listed in these matrices in accordance with the "TASK ORDERING PROCEDURE" and "SUPPLEMENTAL TASK ORDERING PROCEDURES" clauses of this contract. The direct labor categories proposed must reflect all labor categories and levels within each individual labor category anticipated to perform the requirements of the Statement of Work and shall range from entry level to the most senior level.</p>	L.14.2 (b) Para 1 pg 81	That is correct. Attachment B, establishes the Not To Exceed Rates that will be used for pricing/negotiating individual task orders. These are not ceiling for performance.
34	Please clarify the correct time of delivery. The Cover letter states 3PM local time but the SF33 indicates 1400 Ed (2PM). Which is the correct time for delivery?	Cover letter and SF33	Upon the release of this Q&A, the proposal due date was amended to February 13, 2015 at 3:00 pm.
35	When looking at the NASA Procedural Requirements, Class IV is defined as "Class IV. Those items that may be transported or handled through the use of normal commercial transportation means." Does the government include Email transmittal as normal commercial transportation?	D.2 NOTE: Class IV packaging	No email transmittals are not considered normal commercial transportation.
36	Are these instructions for physical items being delivered or monthly and quarterly reports as well? Please clarify.	F.4 Shipping Instructions	These instructions are for physical items shipped during contract performance. B.3 GSFC 52.211-90 SUPPLIES AND/OR SERVICES TO BE
37	If this award is intended is a cost plus type contract – please clarify the adjustment process.	I.10 52.222-99	Please see I.10(c) for the adjustment process.
38	Should these dates be September 15, 2015, and November 1, 2015?	GITISS RPF Cover Letter. The Letter says the phase-in period is anticipated to start on September 15, 2014 and the contract year is anticipated to start on November 1, 2014	Please see response to question 8.
39	Will the Government clarify the time at which proposals are due?	RPF Cover Letter, 6 <sup>th</sup> paragraph states that proposals are due "at 3:00pm local time." Block 9 of the SF 33 indicates that proposals are due at "1400 ES."	Please see response to question 34.
40	Will contractor personnel at those locations be provided with office space, desk, desktop computer, phone, and other peripheral office equipment?	F.3 the place of performance is described as GSFC, Wallops Flight Facility, and NASA HQ.	The Government will provide space for onsite personnel needed to complete the contract requirements.
41	Will the Government clarify the applicable NAICS code and confirm that the size standard is \$27.5M?	RFP Section K.1(a)(1) states that the applicable NAICS code for this acquisition is "541543." The Cover Letter states that the NAICS code is "541513." Both references provide a size standard of "\$25.5M."	The applicable NAICS code is 541513 and the size standard is \$27.5M.

42	Should the first sentence be changed to refer to “Section M”? Should the parenthetical statement be changed to read “(i.e. SOW element and Section M element versus offeror's proposal page numbers)”?	Section L.10(a)(5), first sentence refers to “evaluation factors and Subfactors contained in Section L ...” The 4 <sup>th</sup> sentence states “The proposal shall include a matrix showing where in the proposal the technical requirements of the SOW and the evaluation criteria of this RFP are satisfied (i.e. SOW element versus offeror's proposal page numbers).”	No change required.
43	Will the Government consider increasing the page limitation to 100 pages?	L.10(b)(1), the page limitation for the mission suitability volume is “80 pages.” This limit has not changed since the draft RFP. However, the three RTO responses and the staffing plan have been added to the content that must be included within the page limitation.	No the Government will not be increasing the page limitation.
44	As offerors can be expected to include Government Position Descriptions in their set of Position Qualifications, would the Government consider changing the requirement for position descriptions to not exceed one page in length?	L.10(b)(1), there is a requirement that Position Qualification not exceed ½ page in length. Many of the Government Position Descriptions provided in Enclosure A exceed this limitation. For contractors that are proposing the Government Position Descriptions as part of their offering, this requirement will be difficult to meet as a number of the Government Position Descriptions are close to a page in length.	No. The page limit for Position Descriptions remains as stated in the RFP.
45	Will the Government please clarify that the intent is for offerors to provide all position qualifications both in Volume II and in Attachment B in Volume III?	L.13.3, Subfactor B, 5 <sup>th</sup> paragraph, requires offerors to provide written position descriptions which are not included in the page limitations for Volume II. The instructions also state that “All position qualifications will be incorporated into the resultant contract as Attachment B.”	Yes that is correct. Position qualifications should be included in both. Volume II will be used for evaluation purposes. Attachment B will be included as an attachment to the resultant contract.
46	There is a significant format variety in the Level of the Position Descriptions. Some just offer a description (Junior, Low Intermediate, Intermediate, High Intermediate, Senior), while others offer a description and level (e.g., Low Intermediate II, Intermediate III, High Intermediate IV). Would the Government reissue the Position Descriptions using the same format for all Labor Categories to facilitate validating Labor Categories?	Enclosure A, Government Position Descriptions, lists Government defined labor categories. The Government inserted the Education/Experience Requirements into each Labor Category instead of the table at the beginning that was included in the draft RFP.	The Government has revised Enclosure A Position Descriptions
47	<b>Application Developer III.</b> The Education/Experience Requirements say Bachelor’s Degree and 5+ years experience. In keeping with other similar Labor Categories, we recommend changing this to a Bachelor’s Degree and 4-6 years experience.	Enclosure A, Government Position Descriptions	Bachelor’s Degree and 5+ years of experience will be changed to Bachelor’s Degree and 4-6 years of exp.

48	<b>Customer Service Administrator IV.</b> The Education/Experience Requirements say Bachelor's Degree and 7-10 years experience. The Administrator V Labor Category only requires 7+ years experience. The Level IV Labor Category seems incorrect. Would the Government change this Labor Category requirement to a Bachelor's Degree and 4-6 years experience.	Enclosure A, Government Position Descriptions	Years of experience will be changed from 7 - 10 to 4-6
49	<b>Cyber Security Specialist.</b> In keeping with the naming conventions for other labor categories, would the Government rename this labor category to Cyber Security Specialist III?	Enclosure A, Government Position Descriptions	There will be no change to this labor category.
50	<b>Data Configuration Management Analyst.</b> In keeping with the naming conventions for other labor categories, would the Government rename this labor category to Data Configuration Management Analyst III?	Enclosure A, Government Position Descriptions	There will be no change to this labor category.
51	<b>Disaster Recovery Analyst.</b> In keeping with the naming conventions for other labor categories, would the Government rename this labor category to Disaster Recovery Analyst III?	Enclosure A, Government Position Descriptions	There will be no change to this labor category.
52	<b>Enterprise Architect.</b> In keeping with the naming conventions for other labor categories, would the Government rename this labor category to Enterprise Architect IV?	Enclosure A, Government Position Descriptions	There will be no change to this labor category.
53	<b>Help Desk Specialist V.</b> The Education/Experience Requirements say 10+ years experience. This is inconsistent with the Help Desk Specialist IV labor category. Would the Government consider changing this to 7+ years experience to be consistent with the other Help Desk Specialist labor categories?	Enclosure A, Government Position Descriptions	Years of experience will be changed from 10+ years of experience to 7+years of experience.
54	<b>IT Configuration Management Specialist II.</b> The Job Description describes the position as "Low Intermediate," while the level is described as "Intermediate." Please clarify job description and level of this Labor Category.	Enclosure A, Government Position Descriptions	Please spell this out in subsequent answers
55	<b>IT Security Analyst II.</b> The Job Description describes the position as "junior-intermediate," while the level is defined as "Low Intermediate." Please clarify the job description and level for this Labor Category.	Enclosure A, Government Position Descriptions	The position level is low intermediate providing low intermediate support.
56	<b>IT Systems Analyst II.</b> The Education/Experience Requirements say Bachelor's Degree and 1-3 years experience. This is the same as the IT Systems Analyst I Labor Category. Would the Government change this Labor Category to a Bachelor's Degree and 4-6 years experience?	Enclosure A, Government Position Descriptions	Years of experience changed from Bachelor's Degree and 1-3 years to Bachelor's Degree and 4-6 years.
57	<b>IT Systems Analyst III.</b> The Education/Experience Requirements say Bachelor's Degree and 4-6 years experience. Would the Government change this to a Bachelor's Degree and 7-9 years experience to better align with the other two Systems Analyst Labor Categories?	Enclosure A, Government Position Descriptions	Years of experience changed from Bachelor's Degree and 4-6 years to Bachelor's Degree and 7-9 years.
58	<b>Network Administrator II.</b> The Job Description describes the position as "junior-intermediate," while the level is defined as "Low Intermediate." Please clarify the job description and level for this position.	Enclosure A, Government Position Descriptions	The job description for this position will be changed from junior-intermediate to low Intermediate and educ. level is low Intermediate
59	<b>Network Administrator IV.</b> The Job Description describes the position as "intermediate-high," while the level is defined as "High Intermediate." Please clarify the job description and level for this position.	Enclosure A, Government Position Descriptions	The job description and level for this position are "High Intermediate."
60	<b>Network Engineer I.</b> The 5 <sup>th</sup> bullet under responsibilities describes a task called "goodput". Should this be "output" or should it be deleted? This is common in the definitions for <b>Network Engineer II</b> , <b>Network Engineer III</b> , <b>Network Engineer IV</b> , and <b>Network Engineer V</b> as well and should be corrected in all five Labor Categories.	Enclosure A, Government Position Descriptions	Position Descriptions have been revised.

61	<b>Network Engineer II.</b> The Job Description describes the position as “junior-intermediate,” while the level is defined as “Low Intermediate.” Please clarify the job description and level for this position.	Enclosure A, Government Position Descriptions	The position level is low intermediate providing low intermediate support.
62	<b>Network Engineer IV.</b> The Job Description describes the position as “intermediate-high,” while the level is defined as “High Intermediate.” Please clarify the job description and level for this position.	Enclosure A, Government Position Descriptions	The position level is high intermediate providing high intermediate support.
63	<b>Project Administrator II.</b> The Education/Experience Requirements say High School Diploma and 5+ years experience (Bachelor’s Degree and 1-3 years experience). This is the same Bachelor’s Degree experience as the Project Administrator I. Would the Government change this to “High School Diploma and 5+ years experience (Bachelor’s Degree and 4-6 years experience) to keep it aligned with other similar Labor Categories?	Enclosure A, Government Position Descriptions	Educ. Exp. Changed from High School Diploma and 5+ years experience (Bachelor’s Degree and 1-3 years experience) to High School Diploma and 5-6 yrs of exp and Bachelors Degree and 1-3 yrs experience.
64	<b>Project Administrator III.</b> The Education/Experience Requirements say Bachelor’s Degree and 7-9 years experience (Bachelor’s Degree and 4-6 years experience). The experience substitution seems to be in error. Would the Government delete the experience substitution from the Labor Category description?	Enclosure A, Government Position Descriptions	Education/Experience changed from Bachelor’s Degree and 7-9 years experience to Bachelor’s Degree and 6+ yrs of experience.
65	<b>Project Administrator IV.</b> The Education/Experience Requirements say Bachelor’s Degree and 6+ years experience. This seems in error. Would the Government change this Labor Category requirement to Bachelor’s Degree and 10+ years experience to better align with other Labor Categories?	Enclosure A, Government Position Descriptions	Education/Experience Requirements changed from Bachelor’s Degree and 6+ years experience to Bachelor’s Degree and 8+ years of experience.
66	<b>Quality Assurance Analyst I.</b> The Education/Experience requirements say Bachelor’s Degree and 4-6 years experience (Bachelor’s Degree and 1-3 years experience). This seems incorrect. Should this be High School Diploma and 4-6 years experience (Bachelor’s Degree and 1-3 years experience)?	Enclosure A, Government Position Descriptions	Education/Experience requirements changed from Bachelor’s Degree and 4-6 years experience (Bachelor’s Degree and 1-3 years experience to High School Diploma and 4-6 yrs exp. and Bachelors Degree and 1-3 years exp.
67	<b>Quality Assurance Analyst II.</b> The Job Description describes the position as “junior,” while the level is defined as “Low Intermediate.” Please clarify the job description and level for this position.	Enclosure A, Government Position Descriptions	The position level is low intermediate providing low intermediate support.
68	<b>Security Coordinator.</b> In keeping with the naming conventions for other labor categories, would the Government rename this labor category to Security Coordinator III?	Enclosure A, Government Position Descriptions	There will be no change to this labor category.
69	<b>Senior Enterprise Architect.</b> In keeping with the naming conventions for other labor categories, would the Government rename this labor category to Senior Enterprise Architect V?	Enclosure A, Government Position Descriptions	There will be no change to this labor category.
70	<b>Software Engineer.</b> In keeping with the naming conventions for other labor categories, would the Government rename this labor category to Software Engineer III?	Enclosure A, Government Position Descriptions	There will be no change to this labor category.
71	<b>Subject Matter Expert.</b> The Education/Experience Requirements say Bachelor’s Degree and 4-6 years experience (Bachelor’s Degree and 1-3 years experience). The experience substitution seems incorrect and is lower than the basic requirement. Would the Government delete the years experience substitution?	Enclosure A, Government Position Descriptions	Education/Experience Requirements changed from Bachelor’s Degree and 4-6 years experience (Bachelor’s Degree and 1-3 years experience) to Education/Experience Requirements and changed to Bachelor’s Degree and 4-6 years experience



72	<b>Subject Matter Expert.</b> The years of experience also seem too low for an “expert” that will provide “thought leadership.” Will the Government reconsider the level and years of experience required for this position? It is suggested this become a Subject Matter Expert V.	Enclosure A, Government Position Descriptions	See revised Enclosure A – Government Position Descriptions
73	<b>Systems Administrator IV.</b> There are no Education/Experience Requirements defined for this high intermediate Labor Category. Please provide.	Enclosure A, Government Position Descriptions	Minimum Education is Bachelor’s Degree and 10-12 Years of Experience:
74	<b>Systems Administrator V.</b> There are no Education/Experience Requirements defined for this high intermediate Labor Category. Please provide.	Enclosure A, Government Position Descriptions	Minimum Education is Bachelor’s Degree and 13+ Years of Experience:
75	<b>Technical Writer III and Technical Writer IV.</b> The years experience overlap for these two Labor Categories. Would the Government consider altering the experience so as not to overlap?	Enclosure A, Government Position Descriptions	Technical Writer III years of experience is 7-9 years and Technical Writer IV is 10-12 years of experience.
76	<b>Web Developer I and Web Developer II.</b> The years experience substitution for the Web Developer I is technically the same as that used for the Web Developer II Labor Category. Would the Government modify these two so they do not overlap?	Enclosure A, Government Position Descriptions	Web Developer I years of experience is 3 years of experience and Web Developer II years of experience is 4-6
77	The RFP states that “Offerors shall include in their proposal the written consent of their proposed significant subcontractors to allow the Government to discuss the subcontractors’ past performance evaluation with the Offeror”. If the Offeror is NOT providing a Past Performance Reference OR a Past Performance Questionnaire from a significant subcontractor, do we still need to submit a consent form?	L.15(b) pg. 90	An Offeror shall include the written consent for proposed significant contractors, whether or not the Offeror provides a reference or questionnaire for the significant subcontractor.
78	Regarding the phase-in and contract year start dates on the cover letter, could the Government please review the dates to ensure correctness? Currently the dates listed state that phase in “is anticipated to begin on or about September 15, 2014. The contract year is anticipated to start on or about November 1 2014.”	Cover Letter	Please see response to question #10
79	The Final RFP has removed the Staffing Plan and Quality Assurance Plan from the list of excluded components. Would the Government reconsider excluding both from the Mission Suitability Volume page count as including both will restrict our ability to provide a comprehensive Quality Assurance and Staffing Plan.	L.10 (b) (1) pg.67	Please see the response for question #1
80	In regards to Exhibits 2B, the government provided 2 sets of Exhibit 2B for each year. It is not clear what the difference is, if any. Are we required to fill both sets?	Exhibits 2B	There should only be one Exhibit 2B per year.
81	Could the Government please clarify if the 3 RTOs are to be priced separately or not priced in this submission?	RTO 1,2, and 3	The RTO's do not have to be priced in the submission of the Offerors proposal. .
82	Please confirm that the offeror is expected to Support the hosting of Government-provided Code 700 Data Center and is not expected to provide a third party hosting facility.	Enclosure 1 “The contractor shall also provide application hosting for MIS applications.”	The offeror is expected to support the management of the code 700 data center.
83	Should these be indicated as Help Desk Specialist IV – SEWP and Help Desk Specialist V – SEWP? Are Help Desk Specialists I-III supporting the Code 700 Support Desk or SEWP?	Enclosure A labor categories Help Desk Specialist IV and V refer to job responsibilities supporting SEWP.	The positions detailed are for both SEWP or the Code 700 HelpDesk.
84	In which volume should the compliance matrix required by this section be included?	L.10(a)(5) pg. 67	The compliance matrix should be included for each volume.

85	The “Reference” column in this table does not appear to be updated from the draft. . Offer Volume instructions	L.10(b)(1) pg. 67	The “Reference” column will be revised to reflect Offer Volume L.11, Mission Suitability Volume L.13, Cost Volume L14, and Past Performance Volume L.15
86	Please confirm that RTOs 1, 2 and 3, and the Staffing Plan are included in the 80 page limit.	L.10 - 6(b) Proposal Content and Page Limitations (page 67)	The RTO's are included in the 80 page limit. A Staffing Plan is not required and RFP Provision L.10 (b)(1) has been amended accordingly. Also, see response to question 1
87	The SF 33 states time of submission as 2pm and the RFP states 3pm. Can the govt. confirm which is the correct time of submission?	SF33/ RFP	Please see response to question 34.
88	The Quality Assurance Plan is now considered within the 80 page, which is a major deviation from the Draft RFP. Given that Quality is an important aspect of the GITISS contract, we recommend that the Quality Assurance Plan be excluded from the 80 page limit.	L.10 - 6(b) Proposal Content and Page Limitations (page 67)	Please see response to question 1.
89	In anticipation of a number of answers to questions expected to be received from the Contracting Officer at a time that the proposal is in advanced stages of preparation, would the Contracting Officer approve an extension of the proposal due date to ensure adequate time to incorporate changes to the proposal technical and cost responses?	Proposal Due Date Extension	Please see response to question 34.
90	As stated in the Cover Letter in the final solicitation: “The 45 day phase-in period is anticipated to begin on or about September 15, 2014. The contract year 1 is anticipated to start on or about November 1, 2014.” Since September 15, 2015 is a Tuesday and November 1, 2015 is a Sunday, do these dates stated in the Cover Letter need to be revised?	Cover Letter	Please see response to question 8
91	For the Past Performance Volume, the table lists the Reference as L.26. Is it correct to understand that this should be L.15?	L.10(b)(1) Table, page 67-68 (Past Performance Volume)	Please see response to question 85.
92	In anticipation of a number of answers to questions expected to be received from the Contracting Officer at a time that the proposal is in advanced stages of preparation, would the Contracting Officer approve an extension of the proposal due date to ensure adequate time to incorporate changes to the proposal technical and cost responses?	Proposal Due Date	Please see response to question 34.
93	As stated in the Cover Letter in the final solicitation: “The 45 day phase-in period is anticipated to begin on or about September 15, 2014. The contract year 1 is anticipated to start on or about November 1, 2014.” Since September 15, 2015 is a Tuesday and November 1, 2015 is a Sunday, do these dates stated in the Cover Letter need to be revised?	Cover Letter	Please see response to question 8.
94	Previously the Staffing Plan and Quality Assurance Plan (QAP) were excluded from the Mission Suitability page limitations. Will the Government confirm that the Staffing Plan and QAP are intended to count toward the 80 page limit of the Mission Suitability Volume?	Section L.10 GSFC 52.215-201 PROPOSAL PREPARATION –GENERAL INSTRUCTIONS (JAN 2014) (b) PROPOSAL CONTENT AND PAGE LIMITATIONS	Please see response to question 1.
95	What is the anticipated Award Date of this contract?	Cover Letter	Please see response to question 8.
96	Will the Government confirm that the written task plans addressing each of the three Representative Task Orders (RTOs) are to be included against Volume II’s 80 page limit?	Section L.10 GSFC 52.215-201 PROPOSAL PREPARATION –GENERAL INSTRUCTIONS (JAN 2014) (b) PROPOSAL CONTENT AND PAGE LIMITATIONS	Yes that is correct.
97	Will the Government please provide correct, updated contract start date (phase-in).	Cover Letter “The 45 day phase-in period is anticipated to begin on or about September 15, 2014. The contract year 1 is anticipated to start on or about November 1, 2014.”	Please see response to question 8.

98	<p>1. Page 9, Customer Service Administrator IV – SEWP requires 7-10 years of experience and Customer Service Administrator V – SEWP only requires 7+ years of experience. Is this correct?</p> <p>2. Page 40, Quality Assurance Analyst I: Can the Government please clarify how many years of experience are required? Is the requirement 4-6 years of experience with a High School diploma?</p> <p>3. Page 44, Project Administrator III: Can the Government please clarify how many years of experience are required? Is the requirement 7-9 years of experience with a High School diploma?</p> <p>4. Page 50, System Administrator IV: There is no education/experience requirement provided. Will the Government please provide this information?</p> <p>5. Page 50, System Administrator V: There is no education/experience requirement provided. Will the Government please provide this information?</p>	Enclosure A – Government Position Descriptions	See revised Enclosure A – Government Position Descriptions
99	Considering the holiday season outages and the extensive proposal production and delivery method requirements, will the Government consider granting Offerors an extension?	Cover Letter	Please see response to question 34.
100	Currently all contractor questions are due 10 business days prior to January 27th. Will the Government consider granting Offerors an extension in order to receive posted answers and have enough allowable time to respond to new or adjusted requirements?	Cover Letter “Offerors are encouraged to submit all questions pertaining to the RFP to the Contracting Officer in writing, by mail or electronically, no later than 10 working days prior to the closing date of the solicitation.”	Please see response to question 34.
101	For the IT Security Specialist I and II Job Descriptions, the requirement is written for High Intermediate support to plan, coordinate, and implement the organization’s information security program. The more senior IT Security Specialist III position description that follows has the requirement only for Intermediate support. Should the IT Security Specialist I and II requirements be for Junior level and Low Intermediate support?	<p>Enclosure A Government Position Descriptions, page 21 : IT Security Specialist I Job Description; page 22: IT Security Specialist II Job Description; page 23: IT Security Specialist III Job Description.</p> <p>"Provide high intermediate support to plan, coordinate, and implement the organization’s information security program."</p>	See revised Enclosure A – Government Position Descriptions
102	Please consider changing the Past Performance requirement from \$4M annual to \$3M annual single contract.	L.15 GSFC 52.215-230 PAST PERFORMANCE VOLUME (JUN 2014)	The \$4M threshold for past performance references is appropriate for the size of this procurement.
103	Please consider extending the page count for Mission Suitability to 100 pages. 80 pages including 3 RTOs, a Staffing Plan, and a Quality Assurance Plan is very constrained.	L.10 GSFC 52.215-201 PROPOSAL PREPARATION –GENERAL INSTRUCTIONS (JAN 2014)	Please see response to question 1.
104	Please confirm whether Phase 1 and Phase 2 Questions and Answers to the draft RFP still apply to the final RFP.	Phase 1 and Phase 2 Questions and Answers	Yes, that is correct.
105	Please reorder the sequence of Mission Suitability Subfactor B elements so that those excluded from page count (Position Descriptions, Phase In Plan, Total Compensation Plan, and Safety and Health Plan) are all grouped at the end, not interspersed with elements included in page count such as Staffing Plan and Quality Assurance Plan.	L.10 GSFC 52.215-201 PROPOSAL PREPARATION –GENERAL INSTRUCTIONS (JAN 2014)	L.10 GSFC 52.215-201 PROPOSAL PREPARATION –GENERAL INSTRUCTIONS (JAN 2014) (b) (1) PROPOSAL CONTENT AND PAGE LIMITATIONS has been revised. See RFP Amendment 2
106	Please confirm that you will not score an Executive Summary.		Proposals will be evaluated and scored as described in RFP Section M.

107	The Customer Service Administrator V – SEWP has a lower experience requirement than the Customer Service Administrator IV – SEWP and almost the same as Customer Service Administrator III – SEWP. Can the years of experience be incremented in a more linear manner to accommodate a logical rate progression? For instance, Customer Service III H.S. 7-9 years/B.A. 1-3 yrs; Customer Service IV B.A. 4-6 yrs; Customer Service V B.A. 7+ yr. In this scenario, only Customer Service IV experience level would need to change.	Enclosure A pg. 9 –	See revised Enclosure A – Government Position Descriptions
108	Please clarify the Database Administrator IV and V job descriptions “Provide; providing for the direction and guidance in strategic operations and planning effective and efficient storage, retrieval, customization and archiving data to ensure integrated database systems.”	Enclosure A pg. 11-12	See revised Enclosure A – Government Position Descriptions
109	Quality Assurance Analyst I-V job descriptions refer to working with “integrated Center level Global Information and communication technology Supply Chain Risk Management.” Please clarify how this relates to GITISS?	Enclosure A pg. 40-43	See revised Enclosure A – Government Position Descriptions
110	Please clarify the experience requirements – is it 4-6 years or 1-3 years?	Enclosure A pg. 46 Subject Matter Expert	See revised Enclosure A – Government Position Descriptions
111	Please clarify the experience requirements – 7-9 years or 4-6 years?	Enclosure A pg. 44 Project Administrator II	See revised Enclosure A – Government Position Descriptions
112	Technical Writer I-V include job description to support Government ADP systems. How do Government ADP systems relate to GITISS?	Enclosure A pg. 50	See revised Enclosure A – Government Position Descriptions
113	In which volume should the compliance matrix required by this section be included?	L.10(a)(5) pg. 67	The compliance matrix should be included for each volume.
114	The education and experience requirements for the Project Administrator III are contradictory. The Education/Experience requirements state: Years experience 7-9, minimum education bachelor’s degree. The requirements also state: Year’s experience with bachelor’s degree 4-6. These two experience requirements contradict each other. Will the government provide revised Education/ Experience requirements for the Project Administrator III?	Enclosure A, Labor Category / Position Descriptions, Page 44, (Education/ Experience),	See revised Enclosure A – Government Position Descriptions
115	The education and experience requirements for the Subject Matter Expert are contradictory. The Education/Experience requirements state: Years experience 4-6, minimum education bachelor’s degree. The requirements also state: Year’s experience with bachelor’s degree 1-3. These two experience requirements contradict each other. Will the government provide revised Education/ Experience requirements for the Subject Matter Expert?	Enclosure A, Labor Category / Position Descriptions, Page 44, (Education/ Experience)	See revised Enclosure A – Government Position Descriptions
116	The Offeror finds the Education/ Experience Requirements for the labor category Subject Matter Expert (SME) inconsistent with the title and Job Description/ Responsibilities. The education/experience requirements state: Years experience 4-6, minimum education bachelor’s degree. The requirements also state: Year’s experience with bachelor’s degree 1-3. Typically Subject Matter Experts require higher levels of education and experience than identified in the RFP. Will the government provide revised Education/ Experience requirements for this labor category?	Enclosure A, Labor Category / Position Descriptions, Page 46, (Education/ Experience),	See revised Enclosure A – Government Position Descriptions
117	Since the Phase-In period has been extended to 45 days per the final solicitation, would the due dates for Attachment F (IT Security Management Plan) and Attachment G (Organization Conflicts of Interest Avoidance Plan) also be extended to 45 days? They are currently listed as due “30 days after contract award.”	Attachments F & G; Paragraph 1; Pages: 1; Subject: Due Dates Verification.	The due dates for Attachment F (IT Security Management Plan) and Attachment G (Organization Conflicts of Interest Avoidance Plan) are unchanged.
118	Is a cross reference matrix required for all four volumes or just the Mission Suitability volume?	Section L.10.a.5	Yes a cross reference matrix is required for all four volumes.
119	Please update the anticipated Phase-In period and contract year 1 start dates.	Solicitation Letter	See response to question #8.

120	To allow time for Offerors to develop their most cost-competitive solution, will the Government consider extending the proposal due date of January 27, 2015?	Solicitation Letter	Please see response to question 34.
121	Please clarify whether or not the total FFP Phase-In price will be included in the Cost Evaluation. If so, the total FFP Phase-In price be considered less important, equal, or more important than the other factors?	M.4, "Cost Evaluation Factor"	The total FFP Phase-In price will be presented to the Source Selection Authority as a part of the cost evaluation. The Relative Order of Importance of Evaluation Factors is “ The Cost Factor is significantly less important than the combined importance of the Mission Suitability Factor and Past Performance Factor. As individual factors, the Mission Suitability Factor is most important and the Cost Factor and Past Performance Factor are approximately equal in importance.”
122	For the Past Performance Volume, the table lists the Reference as L.26. Is it correct to understand that this should be L.15?	L.10(b)(1) Table, page 67-68	Please see response to question 85.
123	The first sentence references Exhibit 13: ...The offeror and any proposed significant subcontractor(s) [as defined in paragraph (a)] shall provide the questionnaires provided as Exhibit 13 to each of the above references to establish a record of past performance. ... Is it correct to understand that this should be Exhibit 12 (160411-SOL-001-028_Exhibit_3-12.pdf)?	L.15(b) Paragraph 1, Page 89 (Questionnaires)	Yes that is correct. There is no Exhibit 13. See response to question 85.
124	The education and experience requirements for the Project Administrator III are contradictory. The Education/Experience requirements state: Years experience 7-9, minimum education bachelor's degree. The requirements also state: Year's experience with bachelor's degree 4-6. These two experience requirements contradict each other. Will the government provide revised Education/ Experience requirements for the Project Administrator III?	Enclosure A, Labor Category / Position Descriptions, Page 44, (Education/ Experience)	See revised Enclosure A – Government Position Descriptions
125	The education and experience requirements for the Subject Matter Expert are contradictory. The Education/Experience requirements state: Years experience 4-6, minimum education bachelor's degree. The requirements also state: Year's experience with bachelor's degree 1-3. These two experience requirements contradict each other. Will the government provide revised Education/ Experience requirements for the Subject Matter Expert?	Enclosure A, Labor Category / Position Descriptions, Page 44, (Education/ Experience)	See revised Enclosure A – Government Position Descriptions
126	The Offeror finds the Education/ Experience Requirements for the labor category Subject Matter Expert (SME) inconsistent with the title and Job Description/ Responsibilities. The education/experience requirements state: Years experience 4-6, minimum education bachelor's degree. The requirements also state: Year's experience with bachelor's degree 1-3. Typically Subject Matter Experts require higher levels of education and experience than identified in the RFP. Will the government provide revised Education/ Experience requirements for this labor category?	Enclosure A, Labor Category / Position Descriptions, Page 46, (Education/ Experience)	See revised Enclosure A – Government Position Descriptions
127	In the covering document for the entire RFP (file 160411-SOL-001-001) in the fifth paragraph, the following text appears: “A 45 calendar day phase-in period will be accomplished through the issuance of a separate, firm-fixed price contract vehicle, prior to the effective date of the contract. The 45 day phase-in period is anticipated to begin on or about September 15, 2014. The contract year 1 is anticipated to start on or about November 1, 2014.” These dates have already passed. Are we to assume that this is the same phase-in period for which a plan is requested under the RFP? Please clarify with new phase-in dates.	Cover Letter	See response to question #8.
128	Please confirm that the Quality Assurance Plan is not page counted		See response to question #1.
129	Would the government accept an additional 2 pages in the Mission Suitability Volume for an Executive Summary?		The Mission Suitability Page count is unchanged at 80 pages.

130	We would also like to request an additional 14 days for the proposal due date beyond the current 27 Jan due date, in order to incorporate any necessary changes into our proposal.		Please see response to question #34
131	The Customer Service Administrator IV – SEWP labor category has an experience requirement of 7 to 10 years with a Bachelor’s Degree , while the Customer Service Administrator V – SEWP labor category has an experience requirement of 7+ years with a Bachelor’s Degree. These requirements appear to greatly overlap. We request either confirmation of the required years’ of experience/education or the correct years’ of experience/education.	Enclosure A page 9;	See revised Enclosure A – Government Position Descriptions
132	The Systems Administrator IV & V labor categories are both missing the experience and education requirements. We request that the Government provide this information.	Enclosure A pages 49-50:	See revised Enclosure A – Government Position Descriptions
133	The experience for the Help Desk Specialist V labor category is 10+ years with a Bachelor’s degree, whereas the experience for the Help Desk Specialist IV labor category is 4-6 years’ experience with a Bachelor’s degree. This appears to be a significant jump between levels; we request either confirmation of the required years’ of experience/education or the correct years’ of experience/education.	Enclosure A page 14-15	See revised Enclosure A – Government Position Descriptions
134	The Quality Assurance Analyst I is listed with either 4-6 years’ experience with Bachelor degree or 1-3 years’ with a Bachelor’s degree. Did the Government intend to require either 4-6 years’ experience with High School diploma or 1-3 years’ with a Bachelor’s degree?	Enclosure A page 40	See revised Enclosure A – Government Position Descriptions
135	The Project Administrator III is listed with either 7-9 years’ experience with Bachelor degree or 4-6 years’ with a Bachelor’s degree. Did the Government intend to require either 7-9 years’ experience with High School diploma or 4-6 years’ with a Bachelor’s degree?	Enclosure A page 44	See revised Enclosure A – Government Position Descriptions
136	The Subject Matter Expert is listed with either 4-6 years’ experience with Bachelor degree or 1-3 years’ with a Bachelor’s degree. These requirements are contradictory; would the Government clarify? Also, the education/years’ experience requirements, even if a degree with 4-6 years, appears low for the responsibilities listed in the description. We request Government confirmation of the description and required education/years’ of experience.	Enclosure A page 46:	See revised Enclosure A – Government Position Descriptions
137	We request that the Government consider an extension to the due date for proposal submission, equal to at least 2 weeks after answers to RFP questions are posted by the Government.		Please see response to question #34